Dear Friends,

I hope your summer months have been safe and wonderful ones thus far.

In late June it was time for our Quarterly Association President’s Meeting. This is a meeting where the President and Vice President of ESP, OAE and CES come together with Keith Smith, Linda Kutilek and Ken Martin to address and discuss questions and concerns of each of the three organizations. Kathy Mohler, CES VP, was unable to join us – so I invited Jennifer Kiel, Admin. Liaison, to join me in representing CES and she kindly did. Thanks Jen!

The question that we presented dealt with the Strategic Plan. Since the May 15th meeting, I have heard from some of you that you appreciated being involved in the kick off – but are not sure what steps you should take next or how you should be involved in the success of the plan. Following is the actual question we asked to Keith, Ken and Linda, followed by their helpful response:

*We, as support staff, appreciate the opportunity to be involved in the kick-off of the strategic plan. Our question is, as the strategic plan begins to take action, what do you view as the role of the support staff? What assistance can support staff currently be doing to best help in its success?*

Keith, Linda and Ken listed several ways we can (and need to be) involved in the strategic plan.

- Incorporate branding as much as possible – we need to make it a regular occurrence, especially on our web pages, newsletters, brochures, etc.

  In many cases we are the first person visitors (both in person and on the phone) have contact with, so we need to become familiar with the strategic plan. We need to be prepared to answer their questions and be able to comfortably discuss how our office is involved in the strategic plan. To best do that we need to make ourselves aware of the signature programs and issues impacted (click here for the strategic plan website describing them or go to: http://extadmin-cms.ag.ohio-state.edu/leadership/osu-extension-strategic-plan/strategic-plan-home-page/ ). We need to keep up to date with our educators and specialists on what they are doing and accomplishments they have completed involving the strategic plan and issues impacted.

- Help your office team make a plan to collectively contribute to the strategic plan. Also, remind our team members of the importance of cost recovery.

Continue to strengthen our office websites with handouts and useful information that relates to the offices’ efforts in the strategic plan. Find opportunities to mentor our peers on technology – so visitors to our website find it helpful, informative and easy to use.

The Administrative Team assured us that we are an important and vital part of the success of the Extension Strategic Plan. Hopefully the ideas they shared with Jennifer and I, are helpful to you in getting involved.

One final note, our CES Annual meeting will be held on Wednesday, October 22, 2008 beginning at 9:00 a.m. at the new 4-H Center in Columbus. More details will be coming to you closer to the event. I am hoping you mark your calendar today, so you are able to join us in fun and fellowship.

I wish you a safe, happy and fun filled rest of the summer!

Carolyn Hall
CES President
It is almost time for the revelation of your secret friend. Get the last gifts and cards out for this year. You will find out who is your Secret Friend is at the Support Staff Conference.

PLEASE help me with suggestions for the small gift that is given at the conference.

CES Membership Drive Reminder
By: Lee Ann Johnson

The 2008-09 CES membership information can be found at http://ces-cms.ag.ohio-state.edu/membership. To save postage, we are not mailing a hard copy this year. To renew your membership just print and complete the registration form. The $15 membership dues can be paid either with your office’s chartfield information (along with corresponding authorizing signature) or with a personal check.

To encourage membership, six scholarships are available for members who could not otherwise join because of budget constraints. And, because the CES Board believes so strongly in participation by all members, one scholarship will be awarded to defray travel costs to this year’s CES Annual Meeting. To apply for either scholarship, check the appropriate box on the membership application.

And remember...eligibility for the Extension Support Staff Excellence Award requires membership in CES.

We look forward to your membership and urge you to invite other support staff to take participate in Chi Epsilon Sigma.

If you have questions about the membership information, please contact Lee Ann Johnson at johnson.82@cfaes.osu.edu or 740.732.2381.

Professional Development Award
By: Kathy Mohler

What a privilege to offer once again the opportunity to apply for one of the two $200 Professional Development Awards that Chi Epsilon Sigma makes available each year to You . . . a CES member!!!

The process is easy and your chances are great! Dr. Keith Smith and the previous winners, along with the chair of the Professional Improvement Committee, will be making the final decision. The winners will be announced at the Annual CES Meeting in October. This is an excellent opportunity for the recognition and also for the chance to gain some monetary assistance to pursue additional professional development opportunities. Begin your search for a professional development workshop, class, or seminar that you would benefit from attending in 2008.

Take advantage of this wonderful opportunity! It’s up to you to pursue your own professional development . . . Let CES help!

If anyone has questions call Kathy at (937) 224-9654.

Report from Support Staff Conf. Planning Committee
By: Carol Bunn

MARK YOUR CALENDARS!!! SYCRONIZE YOUR WATCHES!!! SET YOUR ALARM CLOCKS!!!

DON’T FORGET THE 2008 SUPPORT STAFF CONFERENCE!!!!

The Support Staff Conference is October 22-23, 2008. We are excited to have it in the new 4-H building for people who have not seen the only “Green” building on the OSU campus. Once again this year we will have the Wellness Center and OfficeMax. The theme is to be TBD.

This year, as last year the registration will be on-line. Please plan to attend.

Also, please do not forget a silent auction item. Proceeds go to the scholarships provided by CES.

Secret Friend Reminder
By: Lisa Murphy

It is almost time for the revelation of your secret friend. Get the last gifts and cards out for this year. You will find out who is your Secret Friend is at the Support Staff Conference.

PLEASE help me with suggestions for the small gift that is given at the conference.
As Ohio State University Extension Support Staff, we deal with a multitude of scenarios. Any day can find us coping with unhappy customers, frustrated 4-H parents, stressed out co-workers, and a rainbow of personalities within our own office. Sprinkle in program support responsibilities, commitments to committees or teams, and the challenge to be technologically savvy. I believe the previous descriptions are just the tip of the iceberg of what we cope with each and every day. Any of us could come up with more examples of the challenges that we face.

I chose to apply the $200.00 CES awarded scholarship to course fees at Edison Community College. The course I chose was “Human Relations In Organizations”. The goal was to increase human relations skills in order to better support clients and co-workers and add personal credit hours. Since this as an accelerated 8 week course, I can only report on a couple highlights.

What’s so great about human relations skills? Yes, typically when referring to human relations skills, most scenarios refer to managers, county directors, regional directors and administration. However, human relations skills can be used by each and every one of us on all levels of interaction. The better we can work with people—the more successful we become in all areas of our lives, both personal and professional. The ultimate goal is to create a win-win situation. We want to be happy and we want the other party to be satisfied.

In order to achieve this scenario, we have to understand the level of behavior, expectations, and to what extent our performance can meet those expectations. I find it a triumph to be able to provide timely and accurate information to inquiring clients, referring them to someone who can provide the answers they need, or helping an unhappy parent come to an understanding concerning a problem.

Each day in the Extension Office, we face a multitude of personalities. We deal with those personalities on many different levels: county directors, educators, program assistants, fellow support staff, and clients. We can better deal with each person if we can understand their personality type. Is that person a “Type A” (fast moving, hard driving, time conscious, competitive, impatient and pre-occupied with work) or “Type B” (laid back and easygoing). These two classifications are simple, two dimensional personality types. Of course, people are much more complicated. So are personality types. The course studied the “Big Five Model of Personality” and the 16 personality types with the Myers-Briggs Type Indicator”. If we know and understand the personalities we are dealing with, we can explain and possibly predict their actions. Studying office personalities can help us get along with our co-workers. If not, personality conflicts can negatively affect our behavior and performance.

One chapter addresses the question “How’s your attitude?” Our attitude affects behavior, human relations and performance. We all know how difficult it is to deal with challenges on a “bad attitude day”. We all have them. J.S. Marriott, Jr., President of Marriott Corporation states, “We have found that our success depends more upon employee attitudes than any other single factor.” Extension success and our personal success and job satisfaction depend on a positive attitude toward our job and ourselves. Many factors affect our attitude. Our attitudes are developed primarily through experiences. Research has shown the attitude of managers to their employees is one of the biggest factors directly affecting employees’ job satisfaction and performance. Adversely, employee attitudes affect manager’s attitudes. Although other’s attitudes can affect our behavior, it is up to us to take responsibility for our own actions. If we project a positive attitude (as much as possible), the result will be better reactions from clients and co-workers and better work experience for us.

A huge chunk of our lives is spent away from home and loved ones. If we can learn to better deal with all those folks we come in contact with during our work life, we reduce stress and enrich our lives outside of the office. Understanding human relations in the workplace is one step in achieving the skills necessary to accomplish a happier work experience!

Linda S. Good, Office Associate
Ohio State University Extension—Miami County
Extension Support Staff Excellence Award

CES and Extension Administration are committed to a partnership that recognizes a CES member who excels in support staff responsibilities. It is once again time to solicit nominations for the annual $1000 Extension Support Staff Excellence Award. Criteria for this award can be found at http://ces-cms.ag.ohio-state.edu/extension-support-staff-excellence-award. The award and process for selecting the recipient is patterned after Epsilon Sigma Phi’s Excellence in Extension Award for educators. The award recognizes the importance of knowledge, skills and service (criteria include: sustained excellence in overall job performance, consistent demonstration of a cooperative and positive attitude, exemplary service in leadership positions, exceptional participation in professional development opportunities and outstanding achievement or contribution in a creative solution to a problem that resulted in more effective and efficient operations).

Membership and Excellence Award Information

By: Lee Ann Johnson

The Membership and Excellence Award pages have been updated on our CES Website if you would like to check them out.

http://ces.ag.ohio-state.edu/ces-members
http://ces.ag.ohio-state.edu/extension-support-staff-excellence-award

IT’S OHIO STATE FAIR TIME

Summer 2008
Chi Epsilon Sigma was founded in 1986 at Ohio State University Extension. The Alpha Chapter premiered as the first professional association for support staff and program assistants within Extension and was patterned after Epsilon Sigma Phi. Chi Epsilon Sigma's logo symbolizes the three L's: Life, Loyalty, and Learning. The circle is endless, which signifies the endless number of friends you will make in this organization.

**Campus Campaign**

Just a reminder......... The CES Development fund number is 309154 if you care to have a payroll deduction for CES. The following January, gift letters will be sent to people who donated for a tax deduction.

A special thanks to Jo Ann Covelli and Helen K. Clay for their automatic payroll deduction.

Nominations can be submitted by a supervisor, educator, co-worker, clientele or emeriti.

**Emeriti Information**

As you know, our membership roster can be found on-line at [http://ces.ag.ohio-state.edu/membership](http://ces.ag.ohio-state.edu/membership). However, we do not want to put personal phone numbers on our webpage so one of our reports has been modified. If you need to reach any of our emeriti members by phone, please contact the membership secretary for that information at 740.732.2381 or Johnson.82@cfaes.osu.edu.

**A Note from Extension Administration**

*By: Jennifer Kiel*

Frequently asked questions for the Strategic Plan can be found in the recent Communiqué. Within that list, there are suggested facilitation methods for staff meeting discussion of the signature programs. To see the Communiqué go to: [http://www.ag.ohio-state.edu/~intranet/story.php?date=2008-07-16&newsletter=1](http://www.ag.ohio-state.edu/~intranet/story.php?date=2008-07-16&newsletter=1)

We would like ALL our professionals to stay engaged with the strategic plan implementation!

We encourage participation within the monthly Pulse Survey; please contact Linda Kutilek (kutilek.1@osu.edu) if you have not received an email providing you an opportunity to participate.